



A personal service in an impersonal world

Remote Support Terms and Conditions

This is here simply for legal reasons. At PChelp4U we consistently deliver what we promise and leave our customers happy with our service. However, should you have any concerns or if you are interested in your legal rights then please read through the following.

The term 'PChelp4U' or 'us' or 'we' refers to the owner of the website whose registered office can be found on Companies House. The term 'you' refers to the user or viewer of our website.

PChelp4U is a trading name of BIGcheese Solutions Limited and our company registration number is 7175164. The term 'you' refers to the user or viewer of our website.

Our Remote Support Disclaimer

Whilst we embark on taking all due care in the use of your computer, PChelp4U cannot guarantee this service will resolve the IT problem or that the attempt to resolve technical issues will not cause additional problems requiring an onsite or back-to-base support call. PChelp4U is not liable for any consequential damages and **it is the client's responsibility to backup all applications and data prior to the session.**

NB. Please close any personal or confidential information on your screen, as the technician will be viewing your desktop.

By using this Remote Support Service you understand that:

- All remote service and software is provided at the customer's sole risk.
- You are responsible for the backup of your data and applications.
- PChelp4U is not liable for consequential damages of any kind.
- PChelp4U is not liable for unauthorised access to anybody's computers via the remote software 'Logmein' or 'ISL'.
- PChelp4U will not disclose passwords or IDs to any undisclosed 3rd party.

The ability for PChelp4U to remotely access your computer significantly enhances our ability to resolve your technical problem quickly. You understand that, by requesting such assistance, you are providing PChelp4U technical support personnel with access to and control of your computer.

In doing so, you could be providing PChelp4U technical support personnel with access to files that reside on your computer therefore, you accept responsibility for any changes made to the desktop content or system settings. PChelp4U does not assume and is not responsible for any liability for the linking and viewing of any desktop content, the operation of the remote access software or system performance.

PChelp4U recommends that, for your security and privacy, you exit any open applications that contain personal or confidential information before initiating a remote support session with the PChelp4U representative. PChelp4U further recommends that you remain seated at your desktop throughout the entire remote session.

By accepting these terms and conditions, you acknowledge that remote intervention may in some cases result in data loss and/or software corruption on your computer therefore PChelp4U explicitly recommends that you back up the data from your computer before accepting remote technical support. If you do not back up your data, you run the possibility of irretrievable loss of such data and PChelp4U will not be liable for any data or extra costs incurred from 3rd parties, however caused.

The Software

PChelp4U uses the software 'Logmein' or 'ISL' to provide remote assistance and technical support. Features of this software include:



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- Easy to use and secure. You are in full control and can end the session at any time. To access your PC, at least 2 passwords are required – the first one will access the PChelp4U logmein central or ISL online account and the second will access your PC.
- Completely secure data channels with key exchange and AES (256 Bit) session encoding, the same security standard used in HTTPS/SSL technologies - the gold standard in security on the internet.
- Ability to diagnose and resolve problems remotely.
- Allow your support representative to view or control your desktop.
- Transfer files via direct transfer to or from the support representative (optional).
- 'Logmein' or 'ISL' will be installed onto your computer so that we can obtain remote access at any time with your permission. If you wish to uninstall the software or turn it off, please contact us and we will explain how to do this.

The Remote Connection

When you have agreed to use our remote service, you will need to initiate a **secure connection** with one of our support engineers.

In order to create this connection, you will download the software from a link that is emailed to you or the software will already have been installed at your consent.

After use, the software installed can either be removed from your machine or left on for future use in either an activated or deactivated state. This choice is yours and you should indicate to the PChelp4U technical support representative which option you prefer.

PChelp4U treat all data in strict confidence – you can view our Privacy & Cookie Policy on the site at the following URL: www.pc-help-4u.co.uk/privacy-policy